OUTLINE OF RESEARCH PROPOSAL SUBMITTED FOR DISSERTATION AS PARTIAL FULFILLMENT OF THE DEGREE OF DOCTOR OF PHILOSOPHY (ARTS) IN SUBJECT OF MANAGEMENT STUDIES

Title of the proposal	**Measures For Building Career Growth Of Differently-Abled Employees In Service Sector**
Name of candidate:	Mr. Milind Madhusudan Thatte
Basic qualification of candidate:	B.A., M.H.R.D.M. (Mumbai University)
Name and designation of Ph.D guide	Dr. ArunaVinay Deshpande Professor
(Research Supervisior)	Ph.D. in Business Management M.Com. Masters in Personnel Management, NET
Place of work	Alkesh Dinesh Mody Institute For Financial and Management Studies Joravar Bhavan University of Mumbai Vidyanagari Kalina Santacruz (E) Mumbai-400098 University of Mumbai's Alkesh Dinesh Mody Institute For Financial and Management Studies Joravar Bhavan University of Mumbai VidyanagariKalinaSantacruz (E) Mumbai-400098
Date of submission of proposal	~~8th August 2022~~ 10th August 2022
Signature of candidate:	M Thatte
Signature of Research Guide	A Deshpande

A Deshpande

For Director
ALKESH DINESH MODY INSTITUTE FOR FINANCIAL & MANAGEMENT STUDIES

Research Proposal
On

MEASURES FOR BUILDING CAREER GROWTH OF DIFFERENTLY-ABLED EMPLOYEES IN SERVICE SECTOR

I. INTRODUCTION

India has over 2.68 crore differently-abled individuals; yet, there is almost no scope for them to get professional skills which can help them get a job to sustain themselves. The Rights of Persons with Disabilities Act 2016 in India right now considers 21 disabilities, which confirm to international standards. These include intellectual and physical disabilities such as Autism, Cerebral Palsy, Parkinson's disease, and Muscular Dystrophy among others. Differently-abled individuals, specifically in rural areas face a lot of difficulties, even more than persons with disabilities in urban areas in India. There is often lack of understanding and sympathy for differently-abled people in rural areas.

As mentioned above, India has almost 3 crore people with disability (PwD) of which around 1.3 crore is employable but only 34 lakh of them have been employed across the organised sector, unorganised sector, government-led schemes or are self-employed in service and manufacturing sectors. The right policies and strategic shifts can enhance employment opportunities for people with disabilities with around half of them in India having the potential to be employed. Actually, the country has a potential worker bandwidth of 3.4 lakh non-tech graduates, polytechnic and diploma holders who could be skilled and brought into mainstream services sector and knowledge industry to push per capita income. About 17,000 PwD students graduate in engineering or computer science and aligned streams. Of these graduates, the IT services sector employs around 8,000 PwD employees whereas software product employs around 5,500 and the alternate tech talent. In the technology sector, TCS and Accenture are larger employers of PwD talent in India's IT services sector while SAP and Microsoft lead the high skilled tech PwD talent in software product industries in India.

The emergence of technology has helped a lot in many aspects in service sector with respect to differently-abled persons. Not only has technology made better education possible, it has also helped improve the ways of communication with specially-abled people. For example, a blind person can make calls or type texts just with the help of voice-to-text feature.

There are now several online courses which can help differently-abled individuals learn professional skills and find jobs out in the world. Several offline courses are also available, made easier and accessible with the help of technology.

Three-fourths of the children with disabilities at the age of five years and one-fourth between 5-19 years do not go to any educational institution, the report said. There are fewer girls with disabilities in schools than boys with disabilities in schools. There are a number of hurdles differently-abled individuals face in their day to day life, be it in public

spaces, buildings or in the form of the attitude of other people towards them. They face difficulty in getting an education and then further getting employment. There is a wide array of jobs differently-abled individuals can opt for. However, they're often discouraged due to the lack of understanding and the number of problems they face in society every day.

Companies should organize workshops in workplaces to make all employees understand about types of disabilities and how they should act around differently-abled individuals, especially when they face difficulties or face health issues. There are a number of jobs differently-abled individuals can pursue. These jobs can be based on what disability these people have. There are multiple such jobs, such as-

Visually impaired	Teacher, Musician, Physical Therapist
Physically impaired	Software Developer, Administrative Service, Accountant
Hearing impaired	Social Media Marketing, Content Creator, Graphic Designer
Learning disabilities	Video Editor, Painting, Photographer

Spark Minda, Ashok Minda Group is one of the leading manufacturers of automotive components for the OEMs (original equipment manufacturers). Spark Minda Group has developed a Project called "SAKSHAM". A 7-day camp from 20th to 26th December 2019, was organized at ChimbaliPhata, Pune. The idea behind this camp was to put up a one-stop facility for the persons with disability where they can avail benefits of free of cost assistive aids, job fair, and Unique Disability ID registration. The programme was organized in collaboration with Confederation of Indian Industries (CII), Skill Council for Persons with Disability (SCPwD), Vishwa Yuva Kendra, Jaipur Foot and India Business & Disability Network (IBDN). Aegis Global, Godrej-Agrovet, Sodexo, Sarovar Hotels, Accor Group, Accenture, and Cummins participated in the job fair. During the camp, 1335 assistive aids were given, and employment was facilitated to 120 persons with disability and 30 of them have been absorbed into the Spark Minda Group. 162 Unique Disability ID (UDID) registrations were facilitated during the camp.

Mindtree, a Larsen & Toubro Group company, has partnered with the National Centre for Promotion of Employment for Disabled People (NCPEDP) to create equal opportunities and an enabling work environment for people with disabilities. Mindtree Foundation is doing extensive work in developing technologies to assist the differently-abled people.

Hero 'We Care' makes a special effort in skilling the specially-abled in trades that ensure placement. In the last few years, hundreds of PwDs who have visual impairment, hearing or speech impairment and other such physical challenges have been gainfully employed after being skilled for free at a Centre of Excellence run by the company. Hero MotoCorp

CSR under the programme Khelo Hero has supported about 300 para-athletes till date, making it among the top 3 CSR projects for specially-abled sportspersons in India.

Gits has CSR programme which aims to empower and improve the quality of life of differently abled-women in Pune. The plan provides accommodation, food and clothing to differently-abled women and girls from economically backward communities. The recipients can continue their education and also undergo skill training in addition to computer and spoken English classes. Post completion of skill training, they are also offered placement support or help to start their own enterprise to make a living.

Career Growth of PwD employees

People with disabilities are like other employees; they want to do a good job, appreciate constructive supervision, enjoy new challenges and want to get ahead. Businesses that successfully recruit and retain qualified employees maintain a competitive edge in the global marketplace. One way for employers to retain employees is to establish career development plans for all employees, including those with disabilities. Typical programs include goal setting, team building, networking, mentoring, performance evaluations, leadership opportunities, supervisory and management development, and professional skills training.

Career growth refers to the broader career view, the overall progress of someone's professional life it is defined by the different roles and responsibilities taken on throughout the career journey. While it's easier to manage career development, Career growth is a little trickier because it can be affected by the organisation environment, acceptance and available opportunities.

Career Growth gives the chance to define individual career growth on personal terms. Considering the career values and how work aligns with them, and help them to make a career growth plan that fulfills their personally and professionally.

Service Sector is that portion of the economy that produces intangible goods. Instead of product production, this sector produces services maintenance and repairs, training, or consulting. Different types of Service sectors are Trade, Tourism, Shipping, Port Services, Storage Services, Telecom, Real Estate, IT services, Accounting & Auditing, R&D, Legal Services, Consultancy and Construction.

II: REVIEW OF LITERATURE

Review of literature is an in-depth investigation of previous work done on topic. The various literatures are available on differently abled employees in India. Some researchers have completed research on following topics.

Mr. V Brahmaiah and Dr B Yella Reddy(2014) Authors focused on understanding Despite all measures taken by Government and the legislation, administration, technical assistance and funds devoted to them, large numbers of people with disabilities have not yet found working opportunities that meet their basic social and economic needs.

Shanimon S. under the supervision of Dr K Pradeep Kumar (2018) authors attempted to gain knowledge by using the concept of Differently-abled entrepreneurs as an emerging group of entrepreneurs with innate potentials.

Chiranjit Majumder, Research Scholar, in International Journal of Trend in Scientific Research and Development (IJTSRD) Volume: 3|Issue: 3|Mar-APr 2019 available online: www.ijtsrd.com e-ISSN: 2456-6470wrote a paper with a topic titleEducational Status of Differently Abled Persons and Developed Policies in India. It is concluded by referencing that the situation is vulnerable for Children with Disabilities (CWDs) particularly in low-income countries. CWDs should need equal access to quality education because this is a fundamental key to form human capital and their participation in social and economic life. Besides that, Government should show interest for vocational training of PCPs. Education is the most powerful instrument to develop socio-economic status of status of PCPs.

Employment of Persons with Disabilities in Public Sectors in India, Emerging Issues and TrendsThe study revealed that there are some hindrances in implementation of 3% reservation quota. The most common of these are (a) Discriminatory attitude of society; (b) Paternalistic attitude of society; (c) Lack of literacy; (d) Lack of social awareness; and (e) Lack of political and administrative will power. The conclusion is that the governmental policies should consciously and broadly take into account the needs of the persons with disabilities and the reservation for the persons with disabilities need to be reviewed and reformed. These were major amongst many other observations.

Yelin (1997) explains "recent trends in employment, particularly the growth of a contingent labor force and the spread of displacement to white-collar jobs, portend a difficult road ahead to secure access to employment for people with disabilities". Yelin (1997) describes how the workforce has changed between salary and wage workers, where work is no longer divided based on responsibility, but rather into "core and peripheral workers, with the former hired permanently and the latter hired on a project-by-project basis". For those working on a project-by-project basis, employment stability and consistency will be less than those able to secure permanent placement within a company. The labor market has moved away from lifetime employment toward individual responsibility for maintaining lifetime employability. Many of the career development theories and strategies in the past are irrelevant in today's labor market and changing labor relationships. Career development models and teachings are not up to date with our current world of work. One such challenge is navigating the job search using social networking. Another challenge, knowing how increased education leads to higher wages and increased employment, is securing employment after college.

III. PROBLEM OF STUDY

Many differently abled people have sharp intellectual abilities and can be productive employees if they are placed in appropriate jobs with some support from the organization. The senior management and the HR departments of all organizations employing differently abled people should actively work towards finding the most effective way of utilising these employees. Hence the research studies on the career growth of the differently abled

employeesare important. To measure the career growth of differently abled employees in Service sector, different employees and their tenure and job skills should be analysed. This study focus on the training and development plan of the differently abled employees in the company. This research is focusing on right employment opportunity and growth plan for these section of employees in a company of Service sector.To study how vocational training can help them in skill building and capacity building. The study is to check the skill development that will help differently abled people in their economic rehabilitation.

Another problem is this research is consistency of employee working in the same company for long period, which can help to understand the growth rate in job enrichment of the employee.

Government schemes and their implementation should be closely monitored to understand the effectiveness and to assess if any change is required for getting appropriate results.

IV. OBJECTIVES

The primary aim of the research is, to study measures for building career growth of differently-abled employees in Service Sector.

1. To study differently able employees growth opportunities in service sector organisations.
2. To study the adaption to technology by Differently abled people in service sector.
3. To study HR interventions used to train differently abled employees for upgrading skills for growth of their professional career.
4. To study that the training needs required for colleagues to work with PwDs employees in service sector.
5. To study the relationship of differently abled people with customers while working in service sector.
6. To study the different employment opportunities and schemes in service sector for PwD's.
7. To find the motivation of PwDs to grow in their careers and adapt to changes in service sector jobs.

V. SCOPE OF STUDY

Following are the scope of research

I. Scope of study is to measure the career growth rate of differently abled employees in service sector

II. The area of study will be to assess their employability in Service sector companies such as logistics, hospitality, surveillance, retail, courier, etc.

VI. RESEARCH HYPOTHESIS

H_{01} Differently able employees do not have growth opportunities in service sector organisations.

H_{11} differently able employees havegrowth opportunities in service sector organisations.

H_{02} Differently abled people find it difficult to adapt to technology in service sector

H_{12} Differently abled people adapt to technology in service sector

H_{03} HR interventions are not designed to train differently abled employees for upgrading skills for growth of their professional career.

H_{13} HR interventions are designed to train differently abled employees for upgrading skills for growth of their professional career.

H_{04} Training needs are not identified for colleagues to work with PwDs employees in service sector.

H_{14} Training needs are identified for colleagues to work with PwDs employees in service sector.

H_{05} The differently abled people are not comfortable while dealing with customers service sector.

H_{15} The differently abled people are comfortable while dealing with customers service sector.

H_{06} There are no employment opportunities and schemes in service sector for PwD's.

H_{16} There are different employment opportunities and schemes in service sector for PwD's.

H_{07} There is no motivation of PwDs to grow in their careers and adapt to changes in service sector jobs.

H_{17} The PwDs are motivated to grow in their careers and adapt to changes in service sector jobs.

Variables

Dependant Variables:

1. The Rights of Persons with Disabilities Act, 2016
2. Companies hiring differently abled persons for CSR compliance
3. Not getting growth opportunities in their job profile.
4. training is required for family members and co-colleagues in company on how to interact or deal with Differently abled people
5. Impact of Government schemes, NGOs, corporates through CSR and other private individuals doing is sufficient for the entire population of Differently abled people.

Independent Variables:

1. Career Growth
2. Training
3. Motivation
4. Employment
5. Acceptance from customers and colleagues

Moderating Variables:

1. Differently abled people get career growth opportunities
2. Technology makes changes in learning and development of Differently abled employees

VII. LIMITATIONS

Limitations of the research are as follows:

i. This research is focuses on the study of differently abled persons getting jobs in Service Sector and measuring career growth of differently abled persons in his employment.

ii. For this study, selected companies under Service Sectors will be taken up for gathering the data.

VIII. RESEARCH METHODOLOGY

Research paradigm

Research model is the introductory stage in the examination process. Research model is the essential segment of the investigation. Investigators frame the research by using the methods

chosen and paradigm gives the researchers, a clear view about the research. It is segregated into positivism and Interpretivism. Positivism is the association of numerical terms and will be described in quantifiable terms. Interpretivism is the subjective examination of the study. It will consolidate the meeting frameworks in social event data. Positivism will help when the target population is broad. On the other view, the Interpretivism is the specific case that will assist when the target population is less and the interviews/discussion framework will be used as the primary data collection tool.

The present study makes the use of service sector organisations policies for Career growth of PwDs in their organisation interview method for the primary data collection. The study focuses on to see how the differently abled people acquire educational qualification and training to get jobs in different companies in Service sector. Need to study what kind of job enhancement or job expansion does an employee with differently abled person gets and what are the sources for his career growth. If differently abled person is notgetting any scope of growth in his career, we want to study how this situation is accepted by those employees. The investigator tries to find answers the career growth process of differently abled employees from the respondent.

Research approach

An investigation procedure can differentiate essentially relying upon what is to be investigated if it is an exploratory methodology, it is suitable to research normal strategies, or diverse investigators who have done the study (Rao &Wolcock 2003).The two fundamental examination approaches immeasurably balanced by means of researchers are Qualitative and Quantitative examination.

The qualitative investigation incorporates the collection of observational materials like as the interviews, individual experience, observational, real, visual compositions and interactional messages that portrays risks and routine significance.

The quantitative study will be done based on the findings through the statistical methods to be used for analyzing the hypothesis of the study. The quantitative investigation incorporates the collection of primary data by interviews and questionnaires designed as per the variables to be studied in the research.

Research design

As given by Roberts (2002) an examination design is an arrangement of advanced decisions that makes up the expert judgment of an action indicating out the systems and methods for the collection and distinguishing of the obliged information. Investigation design is an astute structure that gives the real structure that helps the researchers to address on the exploration issues and answer examination questions.

This study follows the descriptive investigation method. According to Li et al (2000), the descriptive investigation setup can be either quantitative or subjective in nature. Descriptive investigation layouts can be as straightforward as an individual, organizer case or amazingly fundamental evaluation of huge number of variables. Subjective examination is always used as a right hand framework as a piece of a general quantitative study.

Sampling design

Sampling arrangement is the technique used to choose the employees from the selected Service Sector companies and other relevant HR people from Service Sector, family members of differently abled persons, colleagues of differently abled person, and from NGOs who are working for training, development and employment of differently abled people. There are two sorts of examining procedures that are widely used are probability sampling and non-probability method.

This study follows the non-probability sampling method by using convenience sampling from the above referred group of people.

The study the differently abled employees' educational qualification, his past experience, socio-economic background, growth management, training and development received by such persons.

Data collection method

As indicated by Maxcy (2003) the examination data resembles the truth discernments or realities on which the investigation or test is made. Data is a key in finishing any examination. Research will be completed by using primary data and secondary data.

Primary data collection used

The investigator makes use of the interview method for the collection of primary data from Service sector companies involved in delivery of goods, hospitality, surveillance, retail, courier, etc. Interviews will serve as the main tool for making strong discussions and elaborating the outcome of the issues framed in the questionnaire for the differently abled employees.The study will also include questionnaires for employer, customers, colleagues, HR employees.

The sample will be of 25 Service sector and other 300 people related to these employees as employer, HR employees of those companies, family members, colleagues and NGOs. The sample study will be done for the number of differently abled employees and other relevant persons as mentioned above.

Secondary data collection method

As indicated by Johnson (2009) secondary information is the data that is available already in some form and it is indirectly connected to the current research. Secondary information is commonly the introductory point for data collection in as much as it is the first kind of data to be assembled.

The secondary data of this study will be gathered through published literature available on websites, journals, and trade magazines, published books, etc.

Analysis and interpretation of data

Creswell &Tashakkori (2007) delineated that the data examination and comprehension of data incorporates different related operations that are performed with the inspiration driving laying out the assembled data and sorting out these in such a path. In a point that it will yield answer to such research addresses hypothesis.

Analysis technique

The examination system used for explaining the data collected is text analysis. According to Bazeley (2006) content examination is the nonexclusive name for text examination that incorporates observing, separating and ordering a corpus of data for attaining the outcome of the research.

Based on the findings statistical analysis will be done as per the data collected from employees from the selected Service Sector companies and other relevant HR people from Service Sector, family members of differently abled persons, colleagues of differently abled person, and from NGOs. Pilot study will be done to study the validity and reliability of the questionnaire designed. Statistical packages like SPSS, Excel will be done to analysis of the research.

IX. SIGNIFICANCE OF THE RESEARCH

The study will focus on the career growth of differently abled employees, difficulties they may be finding in their career growth, required training received by the concerned differently abled employees, and how these employeesare getting support from all theircolleagues of the company.

We want to study the research on what are the factors that influence growth opportunities to the differently abled employee in Service sector. Career growth of differently abled employee will be studied for last 3 years of their employment to understand, how much satisfaction a person is getting through their journey of working.

X. EXPECTED RESULTS AND OUTCOMES

This study will focus on career growth of differently abled employees and its impact on his personal life. Thus, from this study we can measure for building career growth of differently-abled employees in Service Sector. It is to be checked that there are opportunities and scope of career growth fordifferently abled employeesand that will satisfy them as an employee. From the results of analysis, it will bechecked that the differently abled employees working in Service sector will be having opportunities for career growth.

XI. CHAPTER PLAN OF STUDY

Chapter 1	Introduction
Chapter 2	Review of literature
Chapter 3	Problem of study
Chapter 4	Objectives
Chapter 5	Scope of study

Chapter 6	Research Hypothesis
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Chapter 8	Research Methodology
Chapter 9	Significance of Research
Chapter 10	Expected results and outcomes
Appendix- I	Questionnaires
Appendix- II	SWOT analysis, GAP analysis
Appendix –III	List of tables

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